

Docket No. 2004-26-T, Application of Coastal Carrier Moving and Storage Grand Strand, Inc.
for a Class E (Household Goods) Certificate of Public Convenience and Necessity for
Operation of Motor Vehicle Carrier – Application to Amend Class E (Household Goods)
Certificate No. 9738

Testimony of Matthew Oates, South Carolina General Manager of Applicant

1. Please state your full name and business address for the record:

Answer:

Matthew Oates
South Carolina General Manager
Coastal Carrier Moving & Storage Grand Strand Inc.
289 Highway 90, Suite F
Little River, South Carolina 29566

2. Can you tell me your age and background?

Answer: I am 40 years of age and attached as Exhibit A is my Biographical Information.

3. Can you provide the corporate structure of the Applicant.

Answer: Gordon Wayne Ray, Jr. owns 100% of the interest of the Applicant. Applicant was organized as a corporation in the State of South Carolina in 2004 and is located in Little River, South Carolina, at the above address in Little River, South Carolina. It obtained South Carolina Public Service Commission License No. 9738 to transport household goods in Horry and Marion County from the Utilities and Transportation Commission in South Carolina. Its sister company is Coastal Carriers, Inc. doing business as Coastal Carrier Moving and Storage that has been in business since 2000 and is a respected member of the North Carolina household goods industry - <https://coastalcarrier.com/about/> holding North Carolina Utilities Commission License No. C-2286. In addition, the Applicant holds common carrier household goods authority from the United States Department of Transportation, Federal Motor Carrier Safety Administration, being assigned MC No. 425982. It also has been assigned USDOT No.1010926.

4. Have any formal complaints been filed, fines levied, or actions taken for any type of non-compliance against Applicant by any State or Federal regulatory agencies in the areas of transportation or regulated moving services?

Answer: No.

5. Why is Applicant seeking this authority?

Answer: Applicant opened its South Carolina location to provide household goods transportation and storage services for Horry and Marion Counties in June, 2004. Since that time, Applicant has received inquiries daily for quotes between points in the other counties in South Carolina. It is clear that there is now more than ever a shortage of available moving equipment and that the public convenience and necessity requires our services on a Statewide basis. See: <https://carolinaservicesinc.com/population-growth-soars-nearly-63000-palmetto-state/>.

6. That is all the questions that I have for you. Do you have anything else you would like to add for the record or does this conclude your testimony?

Answer: No, this concludes my testimony.

EXHIBIT A

Matthew R. Oates

406 Grace Street • Wilmington, NC 28401 • 678.333.4265 • matt@coastalcarrier.com

OBJECTIVE: I am currently looking for a full time position in an environment that offers a greater challenge, increased benefits and the opportunity to help the company advance efficiently and productively

WORK EXPERIENCE: *General Manager*

Coastal Carrier Moving & Storage Company Grand Strand, Little River, SC
March 2013- Present

- Promoted from Operations Manager to General June 2017
- Oversee daily operations, sales staff, warehouse staff and the hiring/firing of employees
- Social media (SEO), creative director for website and all social media outlets - Created and maintained all social media accounts & added 100+ Google Reviews
- Add a CRM program to remove repetitive manual entry and easy access to reports & employees time management - Programs: Podium, Move HQ & Thryv
- Customer service for VIP customers, handle claims & all complaints
- Responsible for monthly, quarterly and annual reporting and all forms of licensing reports and renewals
- Incorporated Federal Mandated Electronic Logs into all commercial vehicles and managed all drivers scoring above average on safety inspections
- Manage 50+ employees, 10 sales members & 4 office managers
- Work closely with President/Owner to determine avenues of advertising, client retention, and new business
- Maintain strict records for military warehouse codes, 20 fleet vehicles and company fuel purchases. Purchase 7 commercial trucks and manage all equipment
- Reconcile monthly credit card statements and employee fuel cards
- Develop, enforce, and coordinate safety program to meet all OSHA requirements
- Direct responsibility for profit & loss, annual reporting for N.C. Utilities Commission & IRP/IFTA reporting

Sales Consultant

Ryan Hagood Interior Design, Atlanta, GA
June 2010 - November 2012

- Developed outside sales department for the firm to expand them from solely residential clients to also incorporating corporate leads and commercial business
- Exceeded quota for bringing on a \$200,000 deal with a national hotel chain
- Formatted the companies bookkeeping system using Quickbooks and Microsoft Excel

International Plan Manager

Balser Companies - National Financial Partners Firm, Atlanta, GA

April 2006 - March 2010

Duties: Hyatt International Hotels Plan Manager

- Provided administration and client consulting for executive benefits of non-qualified plans
- Promoted to manage new client, Hyatt International Retirement Accounts - Lead

- manager for 8 retirement plans
- Transitioned 1,600 executive retirement accounts for Hyatt onto Schwab database
- Customer support for top international executives at Hyatt
- Calculated and coordinate foreign exchange rates for distribution payments

Duties: Deutsche Bank International Plan Manager

- Provided administration and client consulting for executive benefits of non-qualified plans
- Set up distributions & monthly reallocations for offshore trusts as a third party administrator
- Developed Access databases, Excel spreadsheets, process maps and flow charts to streamline existing process

Held various positions as follows:

Marketing Team Leader

Team Enterprises, Inc., Atlanta, GA - April 05 - Jan 06

- Marketing leader of 16 Atlanta Area restaurants for the Miller Brewing Company Advertising Program and managed a team of 8
- Met & exceeded our goal of \$15,000

Inside Sales Associate

Nivens Klem Group, Atlanta GA - Oct. 03 - Sep 04

- Sold upholstered furniture and case goods to Holiday Inn's of North America.
- 30-40 cold calls per day

Financial Service Representative

SouthTrust Bank, Nashville, TN - Jun 03 - Sep 03

- Bank Teller/Financial Service representative

VOLUNTEER EXPERIENCE:

Miracle League of Wilmington

2018 - Sponsor for Miracles in Motion 5k, helped organize donations & race

May 2013- June 2013

Volunteered for fund raisers and opening day ceremonies for the non-profit organization that provides children and adults with special needs the opportunity to play baseball

ORGANIZATIONS:

Georgia State University Men's Track and Cross Country team

1998-2002

Varsity scholarship 1998-2002; Captain & All-Conference teams for three consecutive years

Aid Atlanta Golf Committee Board

2006-2008

Board Member handled planning and sponsorship for the annual tournament

EDUCATION:

Georgia State University, Atlanta, GA

Sociology (BS) 2002

Daphne High School, Daphne, AL

1997 - Graduated with Honors, Captain of Track & Field Team

REFERENCES:

Work & Personal References Available Upon Request